

Terms & Conditions

Vodafone Red Business Grow Plans

1. What Terms and Conditions Apply to my Vodafone Red Business Grow Product?

- a) This document sets out terms and conditions that apply to specific Vodafone contracts and products (collectively, the **"Products"**).
- b) The terms and conditions that will apply to your Product or Products are:
 - i. all the terms and conditions provided to you when you agree to purchase a Product, including the terms and conditions contained in this document and any terms and conditions contained in any application form you complete when purchasing a Product; and
 - ii. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at vodafone.com.au, (collectively, the **"Terms"**).
- c) When you agree to purchase a Product, you accept the Terms. Your contract with Vodafone commences on your acceptance of the Terms.
- d) Some Products have a minimum contract term. If your contract is terminated before the end of this term, you may be required to pay fees, such as an Early Exit Fee or a Handset Recovery Fee. Depending on the Product this may be in addition to any applicable handset payments and additional or excluded call, data or service costs. Early Exit Fees are set out in the pricing table for your Product.
- e) Activation of your Product may occur after your contract has commenced. Any minimum contract term that applies commences when your Product is activated.
- f) You may suspend your contract for between 1 and 3 consecutive calendar months once during the minimum contract term. You will be charged a fee for each month if your contract is suspended. Your minimum contract term will be extended by the period of any suspension.
- g) Vodafone's Fair Use Policy applies to any unreasonable use of Products. This includes use of any "unlimited" or "infinite" offerings. See www.vodafone.com.au/aboutvodafone/legal/fairusepolicy
- h) The Terms may be changed by Vodafone from time to time. Vodafone will comply with relevant laws, regulations and industry codes if it makes any such changes.
- i) For more information, call Vodafone on 135 888 or visit vodafone.com.au/business.

Terms & Conditions

Vodafone Red Business Grow Plans

2. Important Things You Need to Know

Availability

- a) The Products are for small to medium business use only. They are also available to large business/corporate and commercial customers (including Enterprise Choice customers) on prior invitation and approval.
- b) The Products are only available to credit approved customers with an ABN or ACN.

Factors affecting availability and performance

- a) Network coverage and many other factors may affect the availability and performance of certain Products.
- b) Certain Products, services and functions are only available if used in conjunction with a compatible mobile or other device and if in a compatible coverage area. Not all devices are compatible with Vodafone networks.
- c) Broadband service: Some Vodafone 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming and video calling. You can use Vodafone 4G if you have an eligible phone plan and have been switched over to the 4G network. To use 4G and 3G+ you'll also need a compatible device and be in a selected major metropolitan area. Outside these areas, you can still get Broadband Speeds in our 3G areas with the right device. To check this, make sure your device is compatible to the network zone you are in (U2100MHz, U850MHz or U900MHz). Remember that actual speeds you reach will vary depending on things like device capabilities, location & network congestion. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. See vodafone.com.au/coverage for coverage. You agree to refer to vodafone.com.au/coverage for coverage details and vodafone.com.au/devicefrequency for details of devices and their frequencies before purchase, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.
- d) The terms contain details regarding device compatibility, network compatibility and availability relating to the "Vodafone" network. However, notwithstanding anything else in our contract with you, we may provide services to you using any telecommunications network we consider appropriate and that network will constitute "our network" for the purposes of the Terms. For more information about the Vodafone network, see Vodafone.com.au/personal/services/coverage.

Data services

- a) For Products that provide data access capabilities, a data session:
 - i. **starts** when you begin internet activity, either directly or indirectly* on your mobile device; and
 - ii. **ends** when your data connection is lost. This will happen when:
 - a. you turn your mobile device off;
 - b. turn your data connection off;
 - c. switch to flight mode;
 - d. when you lose network reception; or
 - e. your mobile device has not sent or received data for a period of time .

Terms & Conditions

Vodafone Red Business Grow Plans

*Direct internet activity is when you prompt your mobile device to send or receive data from the internet. For example; when you send an email. Indirect internet activity is when your mobile device or mobile applications are set up to send or receive data from the internet on your behalf. Examples include (but are not limited to): Email notifications via Gmail, notification of Tweets or Facebook posts which mention you and software or weather updates

- b) When using data services, some internet services, including web sites and email, may not be accessible.
- c) Subject to your rights under the *Competition and Consumer Act 2010* or other relevant legislation (including the *Australian Consumer Law*), Vodafone does not make any warranty regarding any software or data provided or available to you in connection with data services, including with respect to how that software or data operates on your device or interacts with applications.
- d) Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download).

Rates and charges

- a) Details of the rates and charges, including any minimum spends which apply to the Products are contained in the Terms. The minimum total cost over contract term is calculated by multiplying the minimum monthly spend by the contract term.
- b) Vodafone Red Business Grow Products feature a “Plan Allowance” which is made up of an “Included Data” allowance, an “Included International Minutes” allowance and an “Infinite” allowance (which provides you with infinite access to many (but not all) services available from Vodafone. For full detail on how allowances work for Business Grow plans, please see:
 - i. Section 3.1 “General Terms” and
 - ii. the section of the Terms titled “Vodafone Rates: What is included in my Product’s Plan Allowance?” for full details).
- c) If your usage of a Product exceeds any part of your Plan Allowance, or you use a service that is not payable from your Plan Allowance, you will be charged an amount additional to your minimum monthly spend.
- d) Unless otherwise stated, if you do not use all your included Plan Allowance in the relevant month, any remaining Plan Allowance is forfeited, is not refundable, and will not carry over into any other month.
- e) **Additional Data Charges**
 - (i) For the first four months of your contract or an earlier date notified by us to you (**Additional Data GB Switch Date**) you will continue to be charged in per kilobyte blocks.
 - (ii) After the Additional Data GB Switch Date, Once your Included Data allowance (including any Included Data offered with a Data Add-on, if applicable) has been exhausted, any additional data usage in that billing month will be charged in blocks of 1GB for a cost of \$10 per block (**Additional Data**). Additional Data blocks will be triggered both in Australia and in Eligible Countries (if you are opted-in to \$5 Roaming). There is no limit to how many Additional Data blocks you can trigger. For example, if your plan has 1GB of monthly Included Data but you use a total of 3.5GB of data in that month, you will be charged \$30 in Additional Data charges (as you have

Terms & Conditions

Vodafone Red Business Grow Plans

triggered 3 x 1GB Additional Data blocks). Any unused Additional Data is forfeited at the end of the billing month and is unable to be rolled over, transferred, exchanged or redeemed for cash. Charges for Additional Data cannot be paid from your Vodafone Red Business Grow Product's Plan Allowance and will be charged on top of your minimum monthly spend. If you have a Vodafone Data Add On Product that you purchased prior to 2 July 2014 but you sign up to a Vodafone Red Business Grow Product on or after 2 July 2014, you agree that the Additional Data rate will apply to your usage, and not any other rate for excess data that has previously applied on your existing Vodafone Data Add On Product until that point.

f) **Data Sharing**

Please see Section 3.1 "General Terms" for more detail regarding Business Grow data sharing.

g) Unless otherwise stated, the section of the Terms titled "Vodafone Rates: What is included in my Product's Plan Allowance" specifies which services are or are not included with your Plan Allowance and the rate at which additional and excluded services will be charged.

h) Each charge is rounded up to the nearest cent before GST is included.

i) Unless otherwise stated, rates specified for services are GST inclusive.

j) Unless otherwise stated, call usage is billed in blocks of 60 seconds for the Products. Usage is rounded up to the end of the current block.

Unless otherwise stated, included data usage is charged in per kilobyte blocks.

k) All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

Billing

- a) In your first bill, you will be charged your minimum monthly spend for the following month. Your first bill may also include a prorated amount from the date you connected to your first bill.
- b) You may choose to purchase additional Products from time to time. Charges for these Products will be applied to your bill.
- c) Paperless billing is the default bill delivery method for Vodafone customers.
- d) Vodafone will provide paper bills without charge to disabled or disadvantaged customers. Otherwise, Vodafone will not provide paper bills except in special circumstances, in which case, at its discretion, Vodafone may charge \$2.20 per paper bill.

International Roaming

- (a) By purchasing a Vodafone Red Business Grow Plan Product, you accept the Vodafone International Mobile Roaming terms and conditions, which are available at vodafone.com.au/roaming.
- (b) All Vodafone Red Business Grow Plan Products are pre-activated for \$5 Roaming. This means that unless you opt-out of \$5 Roaming, individual connections on your Vodafone Red Business Grow Plan account can access your Included Value and Included Data while overseas if they are roaming in selected Eligible Countries. In return for this service, for every connection to your account that performs a Trigger Event in an Eligible Country on any given day, we will apply the Daily Charge to your account (for details on the Daily Charge and Eligible Countries – go to Vodafone.com.au/roaming).

Terms & Conditions

Vodafone Red Business Grow Plans

- (c) Vodafone \$5 Roaming is limited to a maximum usage of 90 days per calendar year, per connection. We may remove Vodafone \$5 Roaming from your service if you do not comply with this condition.
- (d) Vodafone Red Business Grow MBB Plan Products are not eligible for \$5 Roaming. Users connected to Vodafone Red Business Grow MBB Plan Products who use services overseas will be charged according to Vodafone Pay-As-You-Go Traveller rates (go to [Vodafone.com.au/roaming](https://www.vodafone.com.au/roaming) for rates).
- (e) If you wish to opt-out of Vodafone \$5 Roaming, you may do so by calling from Vodafone Mobile on 1555 (when in Australia) or +61 414 141 414 (when overseas).
- (f) If you have opted-out of Vodafone \$5 Roaming, or if you are still opted-in but are roaming in a country which is not eligible for Vodafone \$5 Roaming, you will be charged according to Vodafone Pay-As-You-Go Traveller rates.

Checking your usage

Check your call, TXT and data use here and overseas at myvodafone.com.au or call us for free from your Vodafone Mobile on 1555 (when in Australia) or +61 414 141 414 (when overseas). *Only the primary account holder may access this information.*

PIN Security

You will be issued a Primary Account PIN. You must keep this Primary Account PIN confidential and must not disclose the Primary Account PIN to any other person, including those who are entitled to be connected to your Product(s). Doing so will compromise privacy across the entire range of connections to your account (for example, the call records, usage information of each connection to your Product(s) may become visible and accessible by all other users in the group if the Primary Account PIN is shared). Disclosure of your Primary Account PIN may also compromise the security of sensitive information such as credit card details, and will allow those with access to the PIN to, amongst other things, add or change services connected to your account and/or purchase additional hardware.

3. Terms for Vodafone Red Business Grow Plan Products and Vodafone Red Business Grow MBB Plan Products

3.1 General Terms

a) Data sharing across Red Business Grow and Red Business Grow Mobile Broadband Plans

- (iii) If you have more than one Red Business Grow or Red Business Grow MBB plans on the same billing account, the included data combines into one data pool (**Included Data**) which can be shared by all devices connected on Red Business Grow or Red Business Grow MBB Plans on that account. If you don't want to share data between your services, they need to be on separate billing accounts.
- (iv) Data sharing is only available within Australia and Red Business Grow services in \$5 Roaming included countries if you have opted into \$5 Roaming on your Red Business Grow services. Each device needs to be activated separately for \$5 roaming.
- (v) Additional Data is shared on the same basis as Included Data.

b) International minutes sharing across Red Business Grow Plans

- (i) If you have more than one Red Business Grow plans on the same billing account, the included international minutes combines into one international minutes allocation pool (**Included International Minutes**), which can be shared by all devices connected on Red Business Grow Plans on that account. If you don't want to share international minutes between your services, they need to be on separate billing accounts.

Terms & Conditions

Vodafone Red Business Grow Plans

- (ii) International minutes sharing is only available within Australia and Red Business Grow services in \$5 Roaming countries ("Eligible Countries") if you have opted into \$5 Roaming on your Red Business Grow services. For a list of Eligible Countries see the table on page 8 titled "Included in Your Plan Allowance".
- (iii) In return for this service, when you perform a Trigger Event in an Eligible Country on any given day, we will apply the **Daily Charge** to your account. Vodafone \$5 Roaming is limited to a maximum usage of 90 days per calendar year, per connection. We may remove Vodafone \$5 Roaming from your service if you do not comply with this condition. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge and Eligible Countries, please go to vodafone.com.au/roaming. If you opt-out of Vodafone \$5 Roaming, or if you are opted-in but are roaming in a country which is not an eligible country, you will be charged according to Vodafone Pay-As-You-Go Traveller rates.
- (d) **Changing To Other Business Plans**
You may change from one Vodafone Red Business Grow Plan Product to another Vodafone Red Business Grow Plan Product once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Vodafone Red Business Grow Plan Product. Any credit or other benefits from your existing Product will be forfeited, unless otherwise advised. If you are changing to a less expensive Red Business Grow Plan Product or to a month to month Product or to a prepay Product, fees, including a Plan Change Fee may apply. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.
- (e) **Handsets**
If you purchase a 24 month Vodafone Red Business Grow Product (but not a Vodafone Red Business Grow SIM Only Plan Product), any \$0 upfront or discounted mobile device offers will only be available from Vodafone's selected mobile device range at the time that you agree to a contract and cannot be redeemed for cash or as a credit against your service costs with Vodafone. These mobile device offers are not available if you switch between contracts during the minimum contract term.
- (f) Charges for your Vodafone Red Business Grow Plan Product are in addition to any handset repayments you agree to.

The below table specifies minimum monthly spend and minimum contract terms for the Products:

Plan name	Minimum Monthly Spend	Minimum Spend over 24 month contract term	Early Exit Fee
Vodafone Red Business Grow (Voice) Plans			
\$130 Red Business Grow	\$130	\$3,120	\$130 x remaining months on contract
\$100 Red Business Grow	\$100	\$2,400	\$100 x remaining months on contract
\$80 Red Business Grow	\$80	\$1,920	\$80 x remaining months on contract
\$70 Red Business Grow	\$70	\$1,680	\$70 x remaining months on contract
\$50 Red Business Grow SIM Only 24 Month	\$50	\$1,200	\$50 x remaining months on contract

Terms & Conditions

Vodafone Red Business Grow Plans

\$50 Red Business Grow SIM Only Month to Month	\$50	n/a	n/a
Vodafone Red Business Grow (MBB) Plans			
\$30 Red Business Grow MBB	\$30	\$720	\$30 x remaining months on contract
\$5 Red Business Grow MBB SIM Only	\$5	n/a	n/a

Unlimited BlackBerry® Email and Internet Browsing Add-On Products

- a) The following terms and conditions apply to you if you purchase a Vodafone Product with an Unlimited BlackBerry® Email (BlackBerry® Internet Service (BIS version)) allowance or if you purchase a Vodafone Unlimited BlackBerry® Email and Internet Browsing Add-On Product (BlackBerry® Internet Service (BIS version)).
- b) You will receive either a data allowance or an Unlimited BlackBerry® Email (BlackBerry® Internet Service (BIS version)) allowance on all Vodafone Business Grow (Voice) Plan Products
- c) Unlimited BlackBerry® Email and Internet Browsing allowance or Add-On (as applicable) gives you unlimited BlackBerry data (BlackBerry® Internet Service (BIS) version only – excludes BlackBerry® Enterprise Solution (BES) version) which includes BlackBerry® Email and Internet browsing, Facebook® and other applications, when accessed via the BlackBerry Access Point (APN) within Australia. Vodafone's Fair Use Policy applies. Additional charges apply for some services such as video streaming (e.g. YouTube) and single file downloads over 3 MB. Included voice value cannot be used for data. Some Vodafone 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming and video calling. You can use Vodafone 4G if you have an eligible phone plan and have been switched over to the 4G network. To use 4G and 3G+ you'll also need a compatible device and be in a selected major metropolitan area. Outside these areas, you can still get Broadband Speeds in our 3G areas with the right device. To check this, make sure your device is compatible to the network zone you are in (U2100MHz, U850MHz or U900MHz). Remember that actual speeds you reach will vary depending on things like device capabilities, location & network congestion. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. See vodafone.com.au/coverage for coverage. You agree to refer to vodafone.com.au/coverage for coverage details and vodafone.com.au/devicefrequency for details of devices and their frequencies before purchase, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.
- d) In addition to these terms and conditions, BlackBerry's standard terms and conditions associated with the use of BlackBerry® from Vodafone, the BlackBerry® Internet Service, the BlackBerry® Built-In handheld and other associated products will also apply to your use of these products and services. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under license from Research In Motion Limited.
- e) Unlimited BlackBerry® Email and Internet Browsing (BlackBerry® Internet Service (BIS)) can only be activated on BlackBerry® Built-In handhelds as authorised by Vodafone and Research in Motion. The BlackBerry® browser icon or any specific application loaded on your BlackBerry® at the time of purchase (excluding Compass) must be used to access the internet to ensure data usage is taken out of your Unlimited BlackBerry® Email and Internet Browsing Add-On Product's included data allowance.
- f) Download of applications from BlackBerry® World™ is included in your Unlimited BlackBerry® Email and Internet

Terms & Conditions

Vodafone Red Business Grow Plans

Browsing Add-On Product's included data allowance, but the price for any application purchased is not included, and will be charged to you as an additional amount.

- g) Data usage by some services available on Vodafone networks, including some internet services, cannot be paid from your Unlimited BlackBerry® Email and Internet Browsing Add-On Allowance or Add-on Product's (as applicable) Included Data allowance. Use of these services may incur an additional charge, at the rates specified in the "Not payable from Plan Allowance" table below.

Vodafone Business Shared Data Add-On Products

The following terms and conditions apply to you if you purchase a Business Shared Data Add-On Product:

- (a) The following Vodafone Business Shared Data Add-On Products are available to customers who are connected, and remain connected to, a valid Vodafone Red Business Grow Plan Product.

Product	Minimum Monthly Spend	Contract Term	Included Data Allowance
Vodafone Business Shared Data \$20	\$20	Month to Month	2GB
Vodafone Business Shared Data \$50	\$50	Month to Month	5GB
Vodafone Business Shared Data \$100	\$100	Month to Month	10GB
Vodafone Business Shared Data \$180	\$180	Month to Month	20GB
Vodafone Business Shared Data \$300	\$300	Month to Month	50GB
Vodafone Business Shared Data \$500	\$500	Month to Month	100GB

- (a) You must request for a Vodafone Business Shared Data Add-On to be added to your account by contacting Vodafone Business Care or your account manager.
- (b) The Vodafone Business Shared Data Add-On Products offer an Included Data allowance. The Included Data allowance can be shared among all of the connections to your Vodafone Red Business Grow Plan Product(s) on a first-in first served basis. For connections to the Vodafone Red Business Grow Plan Product(s), Included data can be used to upload and download data to or from the internet via a compatible mobile handset only. Connections to your Vodafone Red Business Grow MBB Plan Product(s) can use Included Data from a compatible Mobile Broadband device or Tablet. Included data is credited to you for payment of the Minimum Monthly Spend.
- (c) The Included Data allowance with the Vodafone Business Shared Data Add-On Product can only be used in Australia, on Vodafone networks. Connections to your Vodafone Red Business Grow (Voice) Plan Product (but not connections to your Vodafone Red Business Grow MBB Plan Product) can also use any available Vodafone Business Shared Data Add-On Included Data overseas if they are roaming in selected Eligible Countries. In return for this service, for every connection to your account who performs a Trigger Event in an Eligible Country on any given day, we will apply the Daily Charge to your account. For full terms and conditions in relation to International Roaming and Vodafone \$5 Roaming, including details on the Daily Charge, Eligible Countries and Trigger Events, please go to vodafone.com.au/roaming.
- (d) If you elect to purchase one or more Vodafone Business Shared Data Add-On Products, usage of data within Australia by anyone connected to your Vodafone Red Business Grow Plan Product will be deducted from your Vodafone Business

Terms & Conditions

Vodafone Red Business Grow Plans

Shared Data Add-On Product's Included Data allowance on a first-in-first served basis. Once exhausted, additional usage will be deducted from your Vodafone Red Business Grow Plan Product's pool of Included Data allowance, also on a first-in-first-served basis.

- (e) Included Data is deducted in per KB increments. Additional Data is also charged in per KB increments until the Additional Data GB Switch Date.
- (f) Cancellation of your Vodafone Business Shared Data Add-On Product(s) will take effect from the end of the month on which you tell us that you want to stop receiving the Vodafone Business Shared Data Add-On Product(s). You will be billed until the end of that month.

Vodafone Rates: What is Payable from my Vodafone Red Business Grow Plan Allowance?

Vodafone Red Business Grow (Voice) - Included in your Plan Allowance

This table details all services that are included in your Red Business Grow (Voice) Product's Plan Allowance (unless stated otherwise), and the charge rate for those services. If the service rate is stated to be "Infinite", you will not be charged any additional amount for use of that service. If you ever exhaust any element of your Plan Allowance (i.e. your Included Data or your Included International Minutes), or if you use services not listed in this table, you will be charged an additional amount for the services you use at the rates specified in the table titled "Vodafone Red Business Grow (Voice) – Not Included in your Plan Allowance".

Red Business Grow (Voice)	\$50	\$50	\$70	\$80	\$100	\$130
Plan Type	SIM Only Month to Month Plan	24 Month Plan	24 Month Plan	24 Month Plan	24 Month Plan	24 Month Plan
Included data (including tethering) If data allowance is exhausted, additional data rate applies and is shared across the account the same way as Included Data. (Additional Data)	3GB or 3GB + Unlimited Blackberry BIS	3GB or 3GB + Unlimited Blackberry BIS	3GB or 3GB + Unlimited Blackberry BIS	4GB or 4GB + Unlimited Blackberry BIS	6GB or 6GB + Unlimited Blackberry BIS	10GB or 10GB + Unlimited Blackberry BIS
Standard International Voice and Video Calls to the following countries: China, Japan, South Korea, USA, India, New Zealand, Singapore, Taiwan, United Kingdom, Malaysia, Thailand, Germany, Indonesia, Philippines, Canada, Vietnam, Hong Kong, Netherlands, Spain, Ireland	300 minutes, charged in per minute blocks	300 minutes, charged in per minute blocks	300 minutes, charged in per minute blocks	300 minutes, charged in per minute blocks	300 minutes, charged in per minute blocks	600 minutes, charged in per minute blocks
Standard National Voice calls (to Vodafone)	Infinite					
Standard National Voice calls (to other mobile and fixed networks)	Infinite					
Standard National Video calls	Infinite					
Standard National Calls to 13 and 18 numbers	Infinite					
Standard National and International TXT	Infinite					

Terms & Conditions

Vodafone Red Business Grow Plans

(for standard TXT of up to 160 characters)	
Standard National and International PXT® (text, pic, video and audio)	Infinite
Calls to Customer Care within Australia	Free from your Vodafone Mobile
Voicemail – Deposits within Australia	Free from your Vodafone Mobile
Voicemail – Retrievals within Australia	Infinite
Standard National Re-routed voice calls (excludes calls that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	Infinite
Standard National Re-routed TXT or PXT (excludes TXTs or PXTs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	Infinite
Calls to National Directory Assist (1223)	Infinite
Calls to International Directory Assist (1225)	Infinite
International Roaming	Vodafone \$5 Roaming <u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to Vodafone.com.au/roaming):</u> You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be deducted from your Standard International Voice and Video Call Allowance, if any remaining (excludes Premium Numbers and Services) and thereafter charged at applicable rates. You will also be able to use your Included Data allowance (and any current Additional Data allowance that you have triggered before going overseas) in these countries if you have \$5 Roaming. If you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate and you will be able to continue to use the Additional Data allowance granted to you in Eligible Countries while ever \$5 Roaming is active. You will be charged the \$5 Roaming Daily Charge for this service. The \$5 Roaming Daily Charge will be applied to your account if you perform a Trigger Event on any given day in a \$5 Roaming Eligible Country. The \$5 Roaming Daily Charge is charged in addition to your plan fees. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to vodafone.com.au/roaming. <u>Rest of the world:</u> You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance. Vodafone Pay-As-You-Go Traveller If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go Traveller rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance. For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Traveller Terms and Conditions go to vodafone.com.au/roaming.

Terms & Conditions

Vodafone Red Business Grow Plans

Vodafone Red Business Grow (Voice) - Not Included in your Plan Allowance

This table details other services that you can purchase from or via Vodafone, but which **are not included** in your Vodafone Red Business Grow (Voice) Product's Plan Allowance (unless stated otherwise).

Red Business Grow (Voice)	\$50	\$50	\$70	\$80	\$100	\$130
Plan Type	SIM Only Month to Month Plan	24 Month Plan	24 Month Plan	24 Month Plan	24 Month Plan	24 Month Plan
Additional Data within Australia (including Tethering) This rate will apply once the Included Data allowance has been exhausted.	For the first four months of your contract or an earlier date notified by us to you (Additional Data GB Switch Date) you will continue to be charged in per kilobyte blocks. After the Additional data GB Switch date Additional Data will be charged in 1GB blocks at \$10 per GB.					
Additional Standard International Voice Calls This rate will apply once the Standard International Voice and Video allowance has been exhausted	25c connection fee + applicable country rate (vodafone.com.au for rates)					
Additional Standard International Video Calls This rate will apply once the Standard International Voice and Video allowance has been exhausted	28c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au for rates)					
Calls to Ask Anything (123)	\$1.30 connection fee + \$1.30 per 60 seconds					
TXT Delivery Report within Australia	5c per message					
Premium TXT and PXT	Varies, depending on service					
Premium voice and video calls	Varies, depending on service					
International Roaming	Vodafone \$5 Roaming					
	<u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to Vodafone.com.au/roaming):</u>					
	You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be deducted from your Standard International Voice and Video Call Allowance, if any remaining (excludes Premium Numbers and Services) and thereafter charged at applicable rates. You will also be able to use your Included Data allowance (and any current Additional Data allowance that you have triggered before going overseas) in these countries if you have \$5 Roaming. If you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate and you will be able to continue to use the Additional Data allowance granted to you in Eligible Countries while ever \$5 Roaming is active. You will be charged the \$5 Roaming Daily Charge for this service. The \$5 Roaming Daily Charge will be applied to your account if you perform a Trigger Event on any given day in a \$5 Roaming Eligible Country. The \$5 Roaming Daily Charge is charged in addition to your plan fees. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to vodafone.com.au/roaming .					
	<u>Rest of the world:</u> You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance.					
Vodafone Central and STK Content purchases and downloads	Vodafone Pay-As-You-Go Traveller					
	If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go Traveller rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance. For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Traveller Terms and Conditions go to vodafone.com.au/roaming					
Call Screen	5.5c for the first 10 seconds or 99c per message					

Terms & Conditions

Vodafone Red Business Grow Plans

Excluded* internet and data services when using Vodafone Unlimited BlackBerry® Email and Internet Browsing

* Excluded services include: Pocket Life, Vodafone Central purchases and downloads, YouTube and other video streaming, content purchases or downloads from any application not loaded by Vodafone or Research In Motion, Premium TXT and Chat, single downloads of 3MB or larger or any data usage by any application that does not use the BlackBerry® Access Point (APN).

All excluded services are deducted from your data allowance, and then charged at your additional data rate

Vodafone Red Business Grow (MBB) - Included in your Plan Allowance

This table details all services that are included in your Red Business Grow (MBB) Product's Plan Allowance (unless stated otherwise), and the charge rate for those services. If you ever exhaust any element of your Plan Allowance (i.e. your Included Data), or if you use services not listed in this table, you will be charged an additional amount for the services you use at the rates specified in the table titled "Vodafone Red Business Grow (MBB) – Not Included in your Plan Allowance".

Red Business Grow (MBB)	\$5	\$30
Plan Type	SIM Only Month to Month Plan	24 Month Plan
Included data		
If data allowance is exhausted, additional data rate applies. Shared across the account the same way as Included Data.	n/a	4GB
International Roaming	Vodafone Pay-As-You-Go Traveller You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance. For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Traveller Terms and Conditions go to vodafone.com.au/roaming.	

Terms & Conditions

Vodafone Red Business Grow Plans

Vodafone Red Business Grow (MBB) - Not Included in your Plan Allowance

This table details other services that you can purchase from or via Vodafone, but which **are not included** in your Vodafone Red Business Grow (MBB) Product's Plan Allowance (unless stated otherwise).

Red Business Grow (MBB)	\$5	\$30
Plan Type	SIM Only Month to Month Plan	24 Month Plan
Standard National Voice calls (to Vodafone mobiles)	40c connection fee + 98c per 60 seconds	
Standard National Voice calls (to other mobile and fixed networks)	40c connection fee + 98c per 60 seconds	
Standard National Video calls	40c connection fee + \$1.47 per 60 seconds	
Standard National Calls to 13 and 1300 numbers	40c connection fee + \$1.47 per 60 seconds	
Standard National 1800 Numbers	Infinite	
Standard National other 18 Numbers	40c connection fee + \$1.47 per 60 seconds	
Standard National and International TXT (for standard TXT of up to 160 characters)	30c per message	
Standard National and International PXT® (text, pic, video and audio)	55c per message	
Calls to Customer Care within Australia	Free from your Vodafone Mobile	
Voicemail – Deposits within Australia	Free from your Vodafone Mobile	
Voicemail – Retrievals within Australia	40c connection fee + 98c per 60 seconds	
Standard National Re-routed voice calls	40c connection fee + \$1.20 per 60 seconds	
Standard National Re-routed TXT or PXT (excludes TXTs or PXTs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	30c per message	
Calls to National Directory Assist (1223)	\$2.60 connection fee + applicable standard national voice call rate if you are through-connected	
Calls to International Directory Assist (1225)	\$2.60 connection fee + international voice call rate if you are through-connected	
Standard International voice calls	32c connection fee + applicable country rate (vodafone.com.au for rates)	
Standard International video calls	35c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au for rates)	
International Roaming	Vodafone Pay-As-You-Go Traveller You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance. For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Traveller Terms and Conditions go to vodafone.com.au/roaming .	